

TRUE YOGA: COMPLAINTS POLICY

Every member of the organisation is committed to ensuring the best possible experience for members and students, and in learning from feedback in order to do so. All feedback is therefore welcomed and will be considered and where appropriate acted upon in order to improve the work of the organisation and any courses verified or delivered by True Yoga.

I Informal Approach

1. Where a student on a course run or verified by True Yoga, is unhappy with an aspect of the course they should in the first instance speak with a member of the faculty who will try to resolve the issue as quickly and straightforwardly as possible. If they are satisfied with the outcome there should be no need for further action.
2. A note of any informal concern raised will be kept by the course director in order to ensure that the organisation learns from issues raised. He or she will also notify the IQA for the course.
3. Where an informal approach does not resolve the individual's concerns they will be asked to follow the complaints procedure as set out below.

II Complaints Procedure

- (i) Where an informal approach does not resolve a student's concerns they may make a formal complaint by putting their concerns in writing, either by letter or by email and sending it to the course director.
- (ii) Any complaint should be received within three months of the incident referred to. This will be formally acknowledged in writing within 48 hours of receipt and will give the name and contact details of the person (the lead) of the person who will investigate the matter.
- (iii) The lead will then investigate the issues raised in conjunction with the IQA for that course. This may involve discussing the issue with other faculty members or with other students. This will be done with discretion.
- (iv) The person raising a concern will also be asked if they wish to discuss the matter in person and be invited to have a friend accompany them should they so wish.
- (v) A formal written response to the complaint will be sent within 20 working days.
- (vi) The EQA for the course should also be notified of the complaint within 48 hours of receipt of the complaint and be informed as to the outcome at the same time as the student.

1 Appeals for Students on BWY Accredited Courses

- (i) Where a student is not satisfied with the response received from the course director under II. 2 above they can appeal to the external accrediting body. This must be done in writing, by email or by letter, and within 20 days of receiving the formal written response under II.2 (v) above. A response to this Appeal will be governed by the time frames of that body.
- (ii) Where this is the British Wheel of Yoga ('BWY') matters should be directed to the BWY Equity and Welfare Officer, Central Office, 25 Jermyn St, Sleaford, Lincs NG34 7RU.
- (iii) An independent person from the BWY will be appointed to deal with investigating the complaint further. The outcome of this investigation will be final.
- (iv) The full BWY Complaints Procedure is available on the BWY website: www.bwy.org.uk

1. This procedure is to be used for service delivery. Where a student has concerns over an assessment decision they should follow the Assessment Appeals Policy (see: www.trueyoga.co.uk/policies)
2. Any investigation will involve discussion with other members and possibly students. This will be done with discretion and any records held in line with the Data Protection Policy. (see: www.trueyoga.co.uk/policies)
3. Written records of any investigation will be kept and anonymised data used to feedback learning points for faculty and the organisation as a whole.
4. Where a child or vulnerable adult is involved, either directly or indirectly, the BWY Safeguarding Policy will be adhered to.

2 Appeals for Students on BCYT Accredited Courses

Where a student is not satisfied with the response received from the course director under II. 2 above they can appeal to the external accrediting body. This must be done in writing, by email or by letter, and within 20 days of receiving the formal written response under II.2 (v) above. A response to this Appeal will be governed by the time frames of that body.

Where this is the British Council of Yoga Therapy ('BCYT') matters should be directed to the BCYT Education Committee – info@bcyt.co.uk

An independent person from the BCYT will be appointed to deal with investigating the complaint further. The outcome of this investigation will be final.